

JOB VACANCY NOTICE

U.S. Embassy Havana

Announcement Number: 30/15
Position Number: L31-077/L31-096

OPEN TO: All Interested Candidates
POSITION: Visa Assistant (Team Member), FSN 07 **(Two positions available)**
SCHEDULE: Full-time: 40 hours/week.
SALARY: Actual grade and salary based on applicant's qualifications.

OPENS: September 15, 2015 **CLOSES:** September 29, 2015 **STARTS:** October 5, 2015 TBC
Note: U.S. EMBASSY HAVANA CAN ONLY ACCEPT JOB APPLICATIONS FROM INDIVIDUALS WHO ALREADY HAVE PERMISSION FROM THE CUBAN GOVERNMENT TO WORK IN CUBA. Additionally, the Embassy is unable to respond to individuals that do not have permission to work in Cuba by the Cuban government.

BASIC FUNCTION: Performs work related to immigrant visa, non-immigrant visa and Cuban Family Reunification Program parole processing on a rotational basis. The job holder is fully cross-trained to function in any role as required by visa demand and scheduling. Visa assistants carry-out responsible, detail specific duties in accordance with U.S. immigration law to assist Consular Officers in timely adjudication of Cuban parole applications. The work is done independently and as part of static or ad-hoc teams, sometimes acting as a group or Team Leader. Customer service is a priority in the delivery of quality service. The job holder also performs cashiering duties on a rotating basis

REQUIRED QUALIFICATIONS: All applicants must provide specific and comprehensive information addressing each selection criterion below.

- 1- Completion of high school (12th grade or host country equivalent level) is required.
- 2- Three years of progressively responsible experience in customer service is required.
- 3- Level IV (Fluent) sp/read Spanish is required and Level III (Good working knowledge) spoken English is required. (Test to be administered by the HR Office).

SELECTION CRITERIA: Management will consider nepotism, conflict of interest, budget, and residency status in determining successful candidacy, as well as the following:

1. Preference: When equally qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.
2. Probation: Employees serving a probationary period are not eligible to apply.
3. Waiting Period: Currently employed U.S. Citizen EFMs who hold an FMA appointment are ineligible to apply for advertised positions within the first 90 calendar days of their employment. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY: To be considered, interested applicants must submit the following to the Human Resources Office (email: HavanaHR@state.gov; phone: 839-41-00 Ext: 3154; fax: 839-4214):

1. Application for employment (DS-174).
2. Form DD-214, if claiming U.S. Veterans' preference.
3. Any other documentation (copies of essays, certificates, awards, degrees earned, etc.) that addresses the qualification requirements of the position as listed above.

DEFINITIONS:

1. Eligible Family Members (EFM):
 - a) Children who are unmarried and under 21 years of age or, regardless of age, are unmarried and incapable of self-support. The term "children" shall include natural offspring, step-children, adopted children, and those under permanent legal guardianship (at least until age 18), or comparable permanent custody arrangement, of the employee or spouse when dependent upon and normally residing with the guardian or custodial party; ... and
 - b) Spouse or same-sex domestic partner as defined in 3 FAM 1610.
2. U.S. EFM: An EFM eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) that is also:
 - a) A U.S. citizen; and
 - b) The spouse or domestic partner (as defined in 3 FAM 1610) of the sponsoring employee, or a child of the sponsoring employee who is an unmarried *child* at least 18 years old; and
 - c) Listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan; and who is under chief of mission authority, and either:
 - (i) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or
 - (ii) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under 3 FAM 3232.2. If residing at an ISMA location, the individual will not be listed on the sponsoring officer's travel orders, but will have a Form SF-1190, Foreign Allowances Application, Grant and Report, processed authorizing ISMA.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.
5. Not Ordinarily Resident (NOR): Typically NORs are US Citizen EFMs and EFMs of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

EQUAL EMPLOYMENT OPPORTUNITY: USEMB Havana provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

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